

Suggested Talking Points
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Customer Service Training for the Consumer
Welfare Desk Officers of the Distribution
Utilities - Luzon Leg
Oasis Hotel, Angeles, Pampanga
August 10, 2005 10:00 a.m.

Greetings to Commissioners of Energy
Regulatory Commission Oliver Butalid and
Alejandro Barin, and Consumer Welfare Desk
Officers of the Luzon Distribution
Utilities.

- United States Agency for International
Development has been a witness to and
active partner of the government in the
restructuring of the Philippine electric
power industry. We understand the need
to improve consumer welfare and
protection not only to meet the goals of

EPIRA, but more importantly, to respond to the challenges of a competitive, market-based regime. That change, that transformation calls for the cooperation of each and everyone of us - government, the private sector, the business community, donors and of course the consumers.

- Since June 2001, we have seen how your Regulator, the Energy Regulatory Commission (ERC), exerted efforts to balance the interests of both all stakeholders including consumers. Imagine a traffic enforcer in the middle of an intersection giving go signal to cars lined up in one lane, while aware of other drivers in the three other lanes

feeling impatient to go. But no matter how uneasy the job is, the enforcer does it anyway, because he wants to ensure na meron hong kaayusan sa kalsada. Ganun din po ang ERC sa industry natin.

- The title of this training, is: Customer Service Training Program. Yes, the training is about customer service or consumer welfare. But this training aims to build your capacity. As front liners, you are the face of your distribution utility. Kayo po ang humaharap sa mga customer ninyo. While the training involves only you, we expect that your consumers will benefit as well because good customer service brings your consumers closer to you.

- USAID, thru the Energy and Clean Air Project (ECAP), is supporting ERC in this initiative because we see the benefits of this training. This could be a turning point for you, as CWD officers, for your respective DUs, and for the whole power industry towards better quality service.

Maraming salamat at magandang umaga po!

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